Speeding Up Order To Cash Processing To Collect Revenue Faster

Adeptia can help you:

- Standardize data from any source to be automatically entered into your backend system.

- Create business rules for various O2C process flows easily, with no coding.

- Reallocate your IT staff from mundane O2C coding and maintenance to focus their energies on strategic tasks.

- Utilize non-IT personnel — inside and outside your company — to perform data mapping and conversions, reducing operational costs.

- Speed up onboarding of customers by simplifying the O2C process.

- Achieve greater scalability by being able to handle significantly greater O2C transaction volumes with the same number of staff.

- Reduce data errors and lower operational costs for error handling.

- Achieve end-to-end visibility with data visualization, master data management, and detailed error handling capabilities.

The Challenge: Slogging Through The Order To Cash Morass

Turning customer sales into revenue quickly and efficiently is critical for healthy business operations. Yet the Order to Cash (O2C) process — which consists of various steps from the receiving of purchase orders to invoicing the customer — is often anything but quick or efficient. Instead, it resembles slogging through a swampy morass. Yes, cash does keep coming in, but only with unacceptable levels of time, effort, and resources.

What Contributes To The Cash Slowdown? The Top Offenders Are:

Too many workflows. Orders can come in from the Internet. They can be emailed. Faxed. Phoned. Written down by a sales person on the floor. Even for orders coming in electronically, data formats can differ from customer to customer. Data fields might vary from form to form. All too frequently, this diversity results in separate workflows — each with its own set of rules and procedures, and often requiring manual intervention and data entry.

Too few IT staff. The responsibility for setting up all these workflows falls on IT's already overburdened shoulders. Business users can't perform the coding that is required to create process flows or map data conversions, so every new customer, every new format, and every new method of getting an order means another project on IT's "priority list."

Too many disconnects. How do you get data from countless formats into your backend ERP system where you can actually use it? How can you see the changes between one day's file and another's? How do you know when an error has been made — and where and why it happened? Today's O2C processes have no good answers to any of these questions. The disconnects are too great.

Adeptia can lift you out of this morass and onto firm ground where O2C processing is seamless, painless, and effortless.
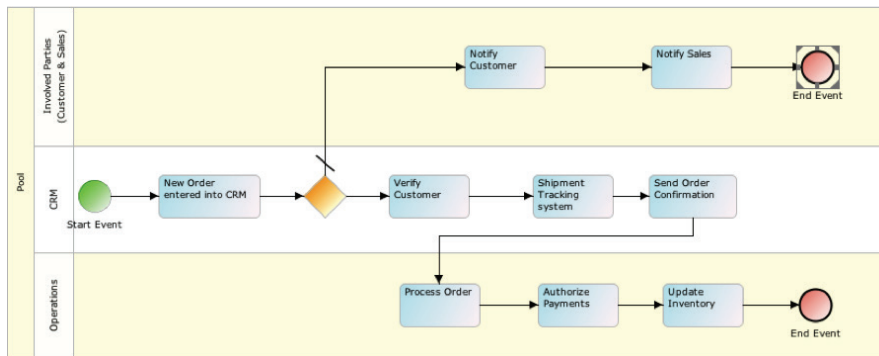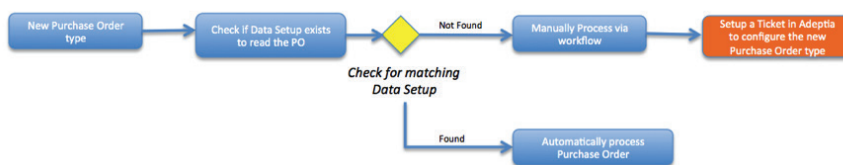
Speed Up Order To Cash Processing

Adeptia provides rich workflow capabilities that allow you to convert manual or complicated O2C business processes into functional workflows that can be tracked, monitored, and automated based on specific business rules. These capabilities counter each of the "top offenders" in O2C processing, helping your business collect revenue faster.

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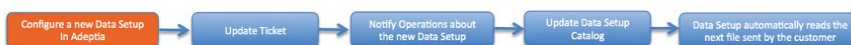
Automated Process Flows

Adeptia gets rid of the need for complicated coding by employing an interface that any business user — not just members of the IT staff — can use. Business users can set up process flows such as the one shown below simply by clicking and dragging objects to create a specific O2C workflow:

These process flows can vary based on the type of business rules you want to apply to them and the function they are performing within your company. For example, you can set up a process flow that handles exceptions in case a customer does not enter a Purchase Order (PO) correctly:

A parent process can have several sub-processes. In the above example, the step in orange is a sub-process that has additional business operations to handle exceptions:

A key point to recognize is that the Adeptia process flows integrate seamlessly with human workflows. For example, if purchase orders for amounts greater than $5,000 need to be sent for manual verification, that human element becomes part of the process flow where it can be monitored and tracked. Human interactions no longer create gaps in the O2C process where items can be delayed or lost.

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Data Standardization

Data mapping is handled with click-and-drag ease. Adeptia can accept any type of order that comes in — no matter what the source, program, format, or field selection — and standardize the data so that it can be automatically entered into your backend system. With automated data standardization and the removal of manual data entry, the O2C process speeds up significantly while simultaneously reducing errors.

Adeptia also provides the option for you to offer a dashboard to your customers so that they can select the way they want to do business with you, and actually map the data from their format to yours. They don't have to know your business or your backend system. All they have to know is their own preferred formats, data fields, and data schemes. Adeptia takes it from there and walks them through the mapping process. You gain a full conversion from your customer's preferred format to your backend system, and all the mapping is done for you.

End-To-End Visibility

With fully automated workflows and completely standardized data, Adeptia delivers end-to-end visibility for the O2C process. This includes:

• Data visualization through dashboards and custom reports to allow business users to see sales trends over a period of time.

• Master data management capabilities, i.e., the ability to compare files that contain multiple transactions to determine where differences exist.

• The ability to see where, when, and how errors occurred, and create error handling processes to expedite resolution.

The Adeptia dashboard or "single pane of glass" allows O2C processes to be tracked, assessed, and optimized for maximum efficiency and speed.

Collect Revenue Faster

If you are tired of slogging through the Order to Cash morass — losing money on unnecessary errors, struggling to get data into a usable format for your backend systems, and waiting longer than necessary to collect revenue from your customers — then it's time to consider Adeptia.

We will help you achieve true process automation, data standardization, and end-to-end visibility — and free up your IT staff in the process by empowering non-technical business users to get involved in O2C operations. The end result? You'll get to your cash (and spend less of it along the way) faster than ever.